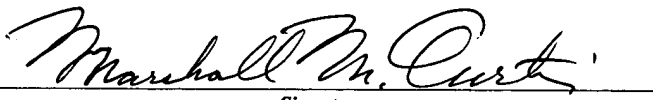


AMENDMENT TRANSMITTAL LETTER (Large Entity)				Docket No. 00750436AA	
Applicant(s): Young et al.					
Serial No. 09/723,519	Filing Date 11/28/2000	Examiner S. Meinecke Diaz		Group Art Unit 3623	
Invention: CUSTOMER RELATIONSHIP MANAGEMENT BUSINESS METHOD					
<u>TO THE COMMISSIONER FOR PATENTS:</u>					
Transmitted herewith is an amendment in the above-identified application.					
The fee has been calculated and is transmitted as shown below.					
CLAIMS AS AMENDED					
	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST # PREV. PAID FOR	NUMBER EXTRA CLAIMS PRESENT	RATE	ADDITIONAL FEE
TOTAL CLAIMS	7 -	20 =	0 x	\$18.00	\$0.00
INDEP. CLAIMS	1 -	3 =	0 x	\$86.00	\$0.00
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>					\$0.00
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT					\$0.00
<div style="display: flex; justify-content: space-between;"> <div> <input checked="" type="checkbox"/> No additional fee is required for amendment. <input type="checkbox"/> Please charge Deposit Account No. _____ in the amount of _____ <input type="checkbox"/> A check in the amount of _____ to cover the filing fee is enclosed. <input checked="" type="checkbox"/> The Director is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. 09-0458 <input checked="" type="checkbox"/> Any additional filing fees required under 37 C.F.R. 1.16. <input checked="" type="checkbox"/> Any patent application processing fees under 37 CFR 1.17. </div> <div style="text-align: right;"> <div style="border: 2px solid black; padding: 5px; margin-bottom: 10px;"> RECEIVED MAR 31 2004 GROUP 3600 </div> </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 20px;"> <div>  <div style="text-align: center;"><i>Signature</i></div> <p>Marshall M. Curtis Reg. No. 33,138 Whitham, Curtis & Christofferson, P.C. 11491 Sunset Hills Road, Suite 340 Reston, VA 20190 (703) 787-9400</p> <p>CUSTOMER NUMBER 30743</p> </div> <div> Dated: March 30, 2004 </div> </div>					
<div style="border: 1px solid black; padding: 5px;"> I certify that this document and fee is being deposited on _____ with the U.S. Postal Service as first class mail under 37C.F.R. 1.8 and is addressed to the _____ for Patents, P.O. Box 1450, Alexandria, VA 22313-1450. </div> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <div style="text-align: center;"><i>Signature of Person Mailing Correspondence</i></div> <div style="text-align: center; margin-top: 10px;"><i>Typed or Printed Name of Person Mailing Correspondence</i></div> </div>					
CC:					